

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, I just, I just had a couple questions. My name is Kevin McCarley and, and I'm, uh, employed through BGSS. Mm-hmm. And, uh, uh, one question was I wanted to make sure that you had the right address on file because I, I can't remember if I did or not. You're breaking up really bad, sir, when you're talking. Oh, okay. Um, yeah, I just wanted to make sure my first and my last name was correct. Can you hear me? No, sir. You said you wanted to make sure something is current? That my address. Your address was the last four years, sir? Yeah. Yeah, uh, 3069. And what was your first name again? Kevin. Okay. For security purposes, can you verify your address and date of birth for me? Okay. The old address would be 6919 Cherry Meadow Drive, Austin, Texas 75... 745. So yes, that address and your date of birth. Uh, 9/13/72. Thank you. So yeah, we had a 6919. So that's the old address? Yes. All right. What's your new address? 820 Whitehall Drive and that's- Whitehall? ... Pflugerville Whitehall Drive, yeah. I'm trying to remember. Is that white W-H- T... W-H-I-T-E? Yes. Hall. Is it one word or two? It's one word. Okay. That's, uh, 820 Whitehall Drive, uh, and it's Pflugerville. I'll spell that for you. P-F-L-U-G-E-R-V-I-L-L-E. Say that slow, slow for me, please? P-F-L-U-G-E-R-V-I-L-L-E. Did you say P-S? P-F-L. Yes. So P as in hall- P-F- ... with a snake? P and then F as in flute, then L as in Laura, then U, G, E, R, V, I, L, L, E. And the zip code? Uh, okay, it's 78660. Thank you. Your phone number is 79... uh, 737-351-5678? That is correct. And your email is kevinmccarley74@gmail.com? Yes, sir. All right. Well, it was useful to update your address. Yeah. Updated my address and I just wanted to make sure... I, I mean, I have, I had And, uh, and I know I've got, I've got life insurance now. I just wanted to make sure that you had my beneficiaries on there from last time. I didn't know I hadn't filled out anything so... You got a Laura McCarley and Sarah McCarley. You got it. That's all I needed. Thank... Right. Thank you. No problem then. Nothing else, Mr. Kevin. Thanks for calling Benefits in the Car. I hope you have a great weekend, man. All right. You too, buddy. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes, I just, I just had a couple questions. My name is Kevin McCarley and, and I'm, uh, employed through BGSS.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And, uh, uh, one question was I wanted to make sure that you had the right address on file because I, I can't remember if I did or not.

Speaker speaker\_0: You're breaking up really bad, sir, when you're talking.

Speaker speaker\_1: Oh, okay. Um, yeah, I just wanted to make sure my first and my last name was correct. Can you hear me?

Speaker speaker\_0: No, sir. You said you wanted to make sure something is current?

Speaker speaker\_1: That my address.

Speaker speaker\_0: Your address was the last four years, sir?

Speaker speaker\_1: Yeah. Yeah, uh, 3069.

Speaker speaker\_0: And what was your first name again?

Speaker speaker\_1: Kevin.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Okay. The old address would be 6919 Cherry Meadow Drive, Austin, Texas 75... 745.

Speaker speaker\_0: So yes, that address and your date of birth.

Speaker speaker\_1: Uh, 9/13/72.

Speaker speaker\_0: Thank you. So yeah, we had a 6919. So that's the old address?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. What's your new address?

Speaker speaker\_1: 820 Whitehall Drive and that's-

Speaker speaker\_0: Whitehall?

Speaker speaker\_1: ... Pflugerville Whitehall Drive, yeah. I'm trying to remember.

Speaker speaker\_0: Is that white W-H- T... W-H-I-T-E?

Speaker speaker\_1: Yes. Hall.

Speaker speaker\_0: Is it one word or two?

Speaker speaker\_1: It's one word.

Speaker speaker\_0: Okay.

Speaker speaker\_1: That's, uh, 820 Whitehall Drive, uh, and it's Pflugerville. I'll spell that for you. P-F-L-U-G-E-R-V-I-L-L-E.

Speaker speaker\_0: Say that slow, slow for me, please?

Speaker speaker\_1: P-F-L-U-G-E-R-V-I-L-L-E.

Speaker speaker\_0: Did you say P-S?

Speaker speaker\_1: P-F-L.

Speaker speaker\_0: Yes. So P as in hall-

Speaker speaker\_1: P-F-

Speaker speaker\_0: ... with a snake?

Speaker speaker\_1: P and then F as in flute, then L as in Laura, then U, G, E, R, V, I, L, L, E.

Speaker speaker\_0: And the zip code?

Speaker speaker\_1: Uh, okay, it's 78660.

Speaker speaker\_0: Thank you. Your phone number is 79... uh, 737-351-5678?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And your email is kevinmccarley74@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. Well, it was useful to update your address.

Speaker speaker\_1: Yeah. Updated my address and I just wanted to make sure... I, I mean, I have, I had

Speaker speaker\_2: And, uh, and I know I've got, I've got life insurance now. I just wanted to make sure that you had my beneficiaries on there from last time. I didn't know I hadn't filled out anything so...

Speaker speaker\_0: You got a Laura McCarley and Sarah McCarley.

Speaker speaker\_1: You got it. That's all I needed. Thank... Right. Thank you.

Speaker speaker\_0: No problem then. Nothing else, Mr. Kevin. Thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker\_1: All right. You too, buddy. Bye-bye.

Speaker speaker\_0: Bye.